

October 3rd, 2011

***NIH PEER REVIEW TRAVEL
INFORMATION SHEET***

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WORLDTRAVELSERVICE CONTACT INFORMATION

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| • <u>WTS On Line Booking</u> | http://www.nihreviewers.com |
| • <u>Toll number</u> | 1-800-638-8500 |
| • <u>Local number</u> | 301-816-8991 |
| • <u>Fax number</u> | 301-816-0715 |
| • <u>After Hours (7pm EST)</u> | 877-853-3648 (Use code WAS1S2115) |
| • <u>Email change requests:</u> | wts@mail.nih.gov |
| • <u>Email to cancel a flight:</u> | cancel@worldtravelservice.com |

For **non-federal reviewers** to avoid out-of-pocket cost or additional fees, travel reservations by train or plane to attend an NIH Peer Review meeting or requests for alternate routings must be made through **WorldTravelService (WTS)**.

It is strongly encouraged that all non-federal reviewers use WTS in making their travel arrangements to attend an NIH Peer Review meeting. If reviewers choose to make NIH peer review travel reservations outside of WTS through a self-purchase ticket, reviewers will need to do the following:

- 1) Receive pre-approval from the designated Scientific Review Evaluation Activities (SREA) Program Manager. For CSR, email to CSRSREAProgramManagers@mail.nih.gov. For IC, contact IC SREA Administrator.*
- 2) The request will be evaluated to determine whether the self-purchased ticket will be approved and at what level of reimbursement.*
- 3) Any changes or cancellations to a self-purchased ticket will not be reimbursed.*

For **federal reviewers**, CSR or the IC Review Branch or Administrative Office will issue a travel authorization to be processed through the required government employee reservation contractor, **Omega World Travel**. Contact the NIH Scientific Review Officer of the meeting for further guidance.

RESERVATIONS AND TICKETING THROUGH WTS

1. Reviewers are to request reservations for train or plane by using the WTS web-based on line reservations system, (see Note A for a list of WTS processing fees). Reservations are to be made, preferably, at a minimum of two to four weeks prior to departure.
2. Reviewers who typically review for standing panels or special emphasis meetings may request reservations three months prior to the departure date. Reviewers must assure the travel dates and their itineraries are firm.
3. WTS will seek the lowest available round trip air fare, at the time of booking, from the reviewer's domicile city to the destination where NIH is hosting the meeting.

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4. WTS has expanded capability to book all commercial airlines and is authorized to issue non-refundable tickets for reviewers traveling within the domestic United States for NIH Peer Review meetings.
5. WTS is authorized to issue refundable tickets for foreign reviewers traveling more than 8 hours air time or requiring multiple international connections.
6. WTS is authorized to make travel arrangements for reviewers on sabbatical, whose current residence is other than their domicile city.
7. WTS will issue e-tickets and confirmation will be sent via e-mail or fax. Paper tickets will not be used unless required by the foreign country or airline.
8. Airline baggage fees for checked or carryon luggage imposed by the airlines must be paid by the reviewer at the time of check-in. The reimbursement for any imposed airline fees is included in the flat rate stipend (\$195.00) for participation in the NIH Peer Review meeting.

CHANGES TO WTS ISSUED TICKETS

1. Changes in travel itineraries are costly to the government. Reviewers are encouraged to avoid changing travel plans after WTS issues the ticket.
2. Reviewers are pre-approved and allowed to make one (1) change in their WTS itinerary. WTS will make the one (1) change if the total cost does not exceed \$650.00. This would include the higher fare for a new ticket, the WTS processing change fee, and the imposed automatic airline change fee of \$150.00.
3. If a reviewer needs to make a change after the WTS ticket is issued from the reviewer's domicile city to the destination where NIH is hosting the meeting, e-mail WTS at wts@mail.nih.gov or call WTS at 1-800-638-8500

CHANGES TO WTS ISSUED TICKETS DUE TO UNUSUAL CIRCUMSTANCES

WTS is authorized to immediately process change requests due to NIH altering the meeting schedule or unusual circumstances as listed below. If unusual circumstances (power outages) prevent WTS in making change requests to WTS issued tickets, reviewers can make changes and will be reimbursed for any additional cost or change fees. Other circumstances involving changes will be reviewed on a case-by-case basis and require prior NIH SREA approval.

- a) If the peer review meeting is changed from a two-day meeting to a one-day meeting after the WTS ticket has been issued.
- b) If the two-day or one-day peer review meeting ends early.
 1. The reviewer can wait for the original booked flight.
 2. The reviewer can seek "stand by" availability. Any fee associated with seeking "stand by" availability will be reimbursed upon submission of receipts.

3. The reviewer requests a change to the WTS issued ticket by contacting WTS, and the new flight is scheduled to depart 2 hours or more prior to the originally scheduled departing flight time.
- c) Inclement weather events or personal/family emergency.
 - d) Major airline power outages or WTS travel reservation system are down, reviewers may need to make necessary changes. Any additional fees associated with change will be reimbursed by NIH upon submission of receipts.
 - e) For WTS issued tickets that need to be cancelled, the reviewer must e-mail WTS prior to the scheduled departure or original flight time at cancel@worldtravelservice.com or call WTS at 1-800-638-8500.

ALTERNATE ROUTING THROUGH WTS

WTS is authorized to make reservations or bookings for a reviewer who may want to book alternate routings or personal travel unrelated to the NIH Peer Review meeting. WTS has the capability to access multiple airlines or travel reservation systems for the most cost and time efficient routing and scheduling options. The following guidelines will be used:

1. If the reviewer requests an alternate routing and the fare is the same or less than the lowest available direct round trip fare, at time of booking from the reviewer's domicile city to the destination where NIH is hosting the meeting, the reviewer's alternate routing will be booked at no additional cost to the reviewer.
2. If the reviewer requests an alternate routing which results in a higher fare than the lowest available direct round trip air fare, *at time of booking*, the reviewer will be responsible to pay, via personal credit card, for any and all additional costs. WTS will be responsible for identifying and applying those additional costs to the reviewer's personal credit card.
3. Cost incurred because of changes associated with a personal travel leg of the itinerary will be paid by the reviewer. If the change is made to the NIH meeting-related travel leg of the itinerary, the cost incurred will be paid by NIH.

PRE-EXISTING PURCHASED TICKETS NOT ISSUED THROUGH WTS

The following guidelines will be used for reviewers who have previously purchased an airline ticket and who subsequently receive an invitation by NIH to serve as a reviewer in an NIH Peer Review meeting.

1. The reviewer will be reimbursed any change fees imposed by airlines to change their airfare ticket to be able to attend the NIH Peer Review meeting.
2. To receive reimbursement, reviewers are to submit the NIH/SRO's e-mail invitation, the original itinerary indicating the date the flight was booked, and the revised itinerary indicating the additional costs associated with the change.

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3. Receipts are to be submitted to the NIH SRO within 10 business days from the date of the meeting.

TRAVEL DUE TO MEDICAL CONDITIONS

The following guidelines will be used for requesting authorization of Premium/Business Class travel accommodations due to a medical condition or requesting authorization for a Travel Attendant due to the reviewers' medical condition.

1. Request should be made preferably 4-6 weeks in advance of the travel date.

Reviewer must complete the "Request for NIH SREA Reviewer Travel Accommodations with Medical Conditions" Detail guidelines and request form may be found at http://cms.csrweb.nih.gov/SREA/Travel_Forms/PremiumBusinessClassTravelRequest.htm

2. Reviewers are to submit the request form to CSRSREAProgramManagers@mail.nih.gov or IC Reviewer's SREA Administrator.
3. Reviewers are to submit relevant medical records directly to the NIH Office of Medical Service (OMS) at fleegerc@mail.nih.gov. Do not submit medical documents to the SRO, SREA office, or WTS.
4. Upon NIH/OMS approval, the NIH SREA office will notify the reviewer and WTS. Subsequently, WTS will process the request.
5. Reimbursement for a travel attendant to accompany a reviewer due to a medical condition reviewed by the NIH Office Medical Service (OMS) will be allowed. Airfare, lodging and per diem for meals will be allowed as a reimbursement to the travel attendant.

WTS RESPONSE TIME

1. Response to reviewer's inquiry will be within 1 business day.
2. Arrangements by on-line bookings, e-mail, fax, or telephone will be processed within 1 business day.

TRAVEL INSURANCE BY WTS

1. \$200,000 in travel insurance is provided for each issued ticket by WTS at no additional cost to the government or the traveler. Travel insurance coverage does not apply when reservations or changes are made through sources other than WTS.

Note A: WTS Airfare Processing Fees and Cost to the Government.

	Base	2012	2013	2014	2015
WTS website On line booking Domestic	\$ 36.00	\$37.08	\$38.19	\$39.34	\$40.52
WTS website On line booking International	\$ 36.00	\$37.08	\$38.19	\$39.34	\$40.52
Full service (phone, fax, email) Domestic	\$55.50	\$57.17	\$58.88	\$60.65	\$62.47
Full service (phone, fax, email) International	\$91.28	\$94.00	\$96.82	\$99.72	\$102.71